8025118/2023/COORD-GWS01

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Dept., of GV/WV & VS/WS – Village / Ward Secretariats - Delivery of various Welfare Schemes through DBT & Non-DBT Modes- **Creating awareness among the citizens through Welfare Schemes Display Boards** at Village /Ward Secretariats – Conducting of awareness campaign on availing of Welfare Schemes – Certain Guidelines – Orders – Issued.

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DEPARTMENT OF GRAM VOLUNTEER / WARD VOLUNTEER & VILLAGE SECRETARIATS / WARD SECRETARIATS

G.O.Ms.No.07 **Dated:13.10.2023.**

Read the following: -

1. G.O.Ms.No.104, PR & RD (Mdl-I) Department, dated:22.06.019.
2. G.O.Ms.No.201, MA &UD (UBS) Department, dated: 23.06.2019.
3. G.O.Ms.No.110, PR & RD (Mdl-I) Department, dated:19.07.2019.
4. G.O.Ms.No.217, MA & UD (UBS) Department, Dated 20.07.2019.
5. From the Director, GV/WV & VS/WS, Vijayawada vide their e-file No. GWS02-COOR/133/2023-SCHM, Computer.No.2225286, Dt:04.10.2023.

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O R D E R: -

The Government of Andhra Pradesh has been at the forefront of administrative reforms at the ground level, so that no eligible citizen would miss to avail the Welfare Schemes provided by the Government. In the G.Os 1st& 2nd read above, the Government had positioned 2.66 lakh Grama /Ward Volunteers for effective delivery of Government Services and Welfare Schemes to all eligible citizens.

2. In the G.O.s 3rd& 4th read above, the Government had established 15,004 Village & Ward Secretariats and restructured the Services and Welfare Schemes delivery systems in Rural and Urban Areas. As of now, Government of Andhra Pradesh is implementing the 25 Direct Benefit Transfer (DBT) 4 Non-Direct Benefit Transfer (Non-DBT) Schemes and 4 flagship Programs for the benefit of the citizens in the public interest.

3. The Director, GV/WV & VS/WS, Vijayawada has stated that Government of Andhra Pradesh has undertaken numerous welfare Programs covering nearly 90% of Households in the State. To further ensure that, no eligible citizen is left out, it has been felt that there is a need to identify and address all issues which citizens are facing with respect to any Certificates/ Documents related to any schemes or any other purpose and decided to resolve at the earliest thereby. In view of this, the Government of Andhra Pradesh has conducted the "**Jagananna Suraksha Programme**" for Speedy Resolution of Certificates / documents related issues duly conducting camps at Grama / Ward Secretariats by the Mandal / ULB level officers to cover all citizens and households in the State. Through this programme 95.99 lakh services have been delivered to the 56.34 lakh citizen.

(Contd...2)

4. Further, the Government has decided to conduct **"Jagananna Aarogya Suraksha Programme"** for duration of one month from 30th September 2023 onwards, in which Door to Door campaign to create awareness on health Programs and identification of health needs of the citizens will be conducted by CHO's, ANM's and Volunteers. Health Camps at Village Health Clinics and Urban Health Clinics will be organized on scheduled dates to address the health needs of the citizen in a comprehensive manner.

5. The Government of Andhra Pradesh has been releasing the welfare Calendar every year and created the awareness to the citizens about the schemes implementation and their scheduled months of release of monetary benefits through DBT/ Non-DBT modes. Still if any beneficiary has left over with any reasons, the government has envisaged the bi-annual programme to conduct twice in a year to release the benefits for them, thus fulfilled the concept of **"leave no one behind".**

6. Now, the Government has decided to furnish the schemes related information such as number of beneficiaries benefitted, amount transferred through DBT and Non-DBT modes through display boards at each secretariat. This information will be in real-time to the citizens and increase the transparency in the system.

7. The Director, GV/WV & VS/WS, Vijayawada has finally requested to issue guidelines for creating awareness among the citizens through Welfare Schemes Display Boards at Village / Ward Secretariats.

8. Government after careful examination of the proposal of the Director, GV/WV & VS/WS, Vijayawada, hereby issues the following guidelines for creating awareness among the citizens through Welfare Schemes Display Boards at Village / Ward Secretariats for conducting of awareness campaign on availing of Welfare Schemes:

I. Objectives of Programme

1. To create further awareness among the citizens about the various welfare schemes of the government as mentioned above and the benefits accrued to the citizens by way of DBT/ Non-DBT modes, this program i.e., Creating awareness among the citizens by erecting Welfare schemes Display Boards at every Grama / Ward Secretariat. The Programme is scheduled to be conducted from 1st November, 2023 onwards.

2. The display board shall consist of the beneficiaries' count and the amount of benefits accrued in that Secretariat area. Display Board has **"Jaganannaku Chebudham"** number 1902 through which citizen can raise any issues related to the implementation of schemes and will be resolved subsequently by the concerned Departments.

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II. Planning and scheduling

Gram/Ward Secretariats are the single point of contact for delivery of Government welfare schemes and Services. The activities such as Application submission, Documents uploading, e-KYC, Grievance redressal etc. being done at Secretariat level, thus placing of Welfare schemes Display board at grama/ward secretariat premises is essential.

- Programme shall be conducted from 3:00 pm to 04:00 pm at grama/ward secretariat.
- The programme shall be conducted in week days from Monday to Friday only.
- In Rural areas, the programme should be conducted in one secretariat only per day. If mandal is having more than 20 secretariats the program shall be extended to the beyond specified one month period.
- Program shall not be conducted on the same day of "Jagananna Arogya Suraksha camp" in the respective secretariat.
- The EO-PR&RD in rural areas and Additional Commissioner / Deputy Commissioner / Assistant Commissioner / Officer designated by the Municipal Commissioner in urban areas will be the Nodal Officers to organize the Programme.
- Venue for the programme will be the Grama/ Ward Secretariat Office.
- All staff of the respective secretariat office including volunteers should attend the programme.
- Volunteers and secretariat staff should visit each household and communicate the Programme date and venue details to citizens.
- The schedule will be prepared by the Director, GSWS and it will be uploaded to respective MPDO/MC logins in APSEVA portal.

III. Activities

1. Following are the activities should be followed at each secretariat in the state to conduct the Programme on the schedule date.

Prior to Programme Day

S. No	Activity	Concerned Officer	Deadline
1.	Municipal Commissioners in urban areas will nominate the Nodal Officer to each secretariat in their jurisdiction.	Municipal Commissioners	D-9
2.	Finalize the list of guests (Mandal level officer) to be attended and inform them.	Nodal Officer	D-7
3.	Training to volunteers on Programme, timelines, outreach, and post Programme activities.	Mandal level Officers, FOA	D-5

(contd...4)

4.	Volunteers will inform public about Programme and invite to attend on the scheduled date.	Volunteers	D-3
5.	Receiving and installation of Display Board including updating number on the board.	Panchayat secretary/Ward admin secretary	D-3
6.	Message to the citizens regarding the Programme date and venue (SMS/WhatsApp)	Volunteers	D-2
7.	Meeting arrangements to conduct the Programme	Panchayat Secretary/Ward Administrative Secretary	D-1

On the day of Programme

S. No	Activity	Concerned officer	Deadline
1.	Arrange the required number of chairs, stage, podium, mike, speaker, and other accessories required to conduct the Programme	Nodal Officer	D - day
2.	Unveiling the Display Board and create awareness on Welfare schemes and availing of services from the secretariat.	Guests / Secretariat Staff	D - day

Post Programme

S. No	Activity	Concernec officer	Deadline
1.	Details of the program conducted, and photographs shall be uploaded in the portal.	Nodal Officer	D - day
2.	Volunteers will cover 100% HHs in their respective clusters and create the awareness on the list of schemes & benefits availed and to be availed.	Volunteers	D+1 to D+10
3.	Acknowledgement shall be collected during awareness campaign through e - KYC mode.	Volunteers	D+1 to D+10

2. Indicative list of activities which will be performed during the Programme are as follows:

- Completing pending e-KYC in HH
- Capturing pending e-KYC and acknowledgment for schemes
- Explain about the upcoming schemes and their required documents.
- Follow-up with the NPCI inactive beneficiaries (Aadhar not linked with Bank Accounts).

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IV. Stakeholders Roles & Responsibilities

Following are the Roles & Responsibilities of the various stakeholders for effective conducting of the program.

S. No	Designation	Pre-Programme	During Programme
1.	Volunteer	• Create awareness of the date of the Programme among the citizens. • Inform the citizens about what are the facilities available on the day of Programme. • Inform the list of documents required for the activities conducting on the Programme day. • Volunteer shall send messages (WhatsApp /SMS) to the citizens regarding the Programme date and venue 2 days prior to the day of the Programme	Shall accompany the citizens on the day of the Programme and help them with the processes during the Programme
2.	Secretariat Staff	• Ensure that the board is erected (or) installed and ancillary activities completed	• Participate in interaction with the citizens on the day of the Programme. • Ensure all the necessary facilities are maintained at the venue. • Arrive punctually as per the schedule of the Programme location.
3.	MPDO	• Invite all the concerned Elected Representatives to the Programme	• Supervise the conducting of the Programme and coordinate with all secretariat staff and mandal level officials

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4.	Municipal Commissioners / Additional Commissioner/ Deputy Commissioner / Assistant Commissioner / Officer designated	• Nominate the Nodal Officers to each secretariat in their jurisdiction • Organise trainings to the Volunteers, Secretariat staff, Nodal officers and concerned staff.	• Supervise the conducting of the Programme and coordinate with all secretariat staff and ULB level Officials.
5.	District Collector	• Ensure to create awareness about the program among the District Officials. • Ensure to Organize trainings to the Volunteers, Secretariat staff, Nodal officers and concerned staff.	• Monitor and ensure effective conducting of the program.

9. The District Collectors are requested to follow the above guidelines scrupulously and issue instructions to all MPDOs and Municipal Commissioners for effective implementation of the above programme duly conducting necessary trainings to the Volunteers, Secretariat Staff, Nodal Officers and concerned Staff.

10. The Director, GVWV & VSWS Department shall finalise the schedule of the programme& enable in the logins of Municipal Commissioners / MPDOs in the APSEVA portal, provide Display Boards and necessary Stationery for conducting of the above programme.

(BY ORDER AND IN THE NAME OF GOVERNER OF ANDHRA PRADESH)

AJAY JAI
SPECIAL CHIEF SECRETARY TO GOVERNMENT (FAC)

To
The Director, GVWV & VSWS Department.
The Commissioner and Director of Municipal Administration.
The Commissioner, PR & RD Department.
All the Collectors and District Magistrates in the State.
All the Commissioners of ULBs in the State.
All the District GSWS Officers In-Charge in the State
All the DLDOs in the State.
All the MPDOs in the State.
Copy to:
PS to the Hon'ble Minister for MA & UD.
PS to the Hon'ble Minister for PR & RD.
PS to the Special Chief Secretary to Government, MA & UD Department.
PS to the Principal Secretary to Government, PR & RD Department.

// FORWARDED BY ORDER//

S. Mary Ratnamani
SECTION OFFICER.